

Terms of Service

Effective Date: 1st May 2025

Last Updated: 25th May 2025

Platform: Strings Social

Welcome to Strings Social (“we,” “our,” “us”). These Terms of Service (“Terms”) govern your access to and use of our mobile application, website, and any related services (collectively, the “Platform”). By registering, accessing, or using the Platform, you agree to be bound by these Terms.

If you do not agree with any part of these Terms, please do not use Strings Social.

1. Eligibility

You must be at least 18 years old (or the age of majority in your jurisdiction) to use Strings Social. By using the Platform, you confirm that:

- - You are legally capable of entering into contracts.
- - You are using your own identity and not impersonating another individual.

2. Platform Overview

Strings Social is a C2C B2C Hybrid marketplace where users can:

- - Offer services ("Service Providers")
- - Book services ("Consumers")

We facilitate listings, bookings, messaging, and payments, and offer various service validation mechanisms (such as user reviews, identity checks, and profile verifications) to help improve trust and ensure quality. However, we do not employ, supervise, or guarantee the quality, safety, legality, or performance of any services offered on the Platform. All transactions and interactions are conducted directly between users.

3. User Accounts

- - Account Creation: You must create an account to access core features. You agree to provide accurate, complete, and updated information.
- - Security: You are responsible for safeguarding your account credentials. Any activity under your account is considered your responsibility.
- - Termination: We reserve the right to suspend or terminate your account if you violate these Terms or applicable laws.

3A. Identity Verification and Single Account Policy

- - All users are required to submit a valid State ID or Aadhaar card (or equivalent government-issued ID in their region) before participating in service exchange.
- - This process ensures authenticity, prevents impersonation, and limits accounts to one per individual.
- - Users whose accounts are suspended or disabled for violations are prohibited from creating new accounts using different credentials.
- - Strings Social may permanently block duplicate or fraudulent accounts identified through identity verification checks.

4. User Responsibilities

By using Strings Social, you agree to:

- - Not to post false, misleading, or harmful content
- - Not to engage in illegal, abusive, or fraudulent activities
- - Not to post, promote, or offer sexually explicit content, comments, or services — such behavior is strictly prohibited and will result in permanent account disabling
- - To respect local laws and fellow users when providing or receiving services
- - To honor your commitments (e.g., bookings, payments, cancellations)

5. Service Listings and Bookings

- - Service Providers are given access to predefined service templates to structure and publish their offerings effectively.
- - Providers can customize these templates by adding additional content such as Topics, How to Prepare Instructions, and Frequently Asked Questions (FAQs) to help consumers better understand and prepare for the service.
- - Providers can further enhance their listings by uploading service-related photos, videos, certificates, and linking their social media profiles to build trust and showcase their credibility.
- - All uploaded content must strictly comply with our content guidelines — any media that is offensive, explicit, or inappropriate will be removed and may result in content moderation, suspension, or account deactivation.
- - Consumers are responsible for reviewing service details thoroughly before booking.
- - All bookings constitute a binding agreement between the Consumer and the Service Provider.

6. Payments and Fees

- - Strings Social uses an Escrow-based payment mechanism to ensure fairness and security for both Consumers and Service Providers.

- - When a Consumer books a service, the full service fee is charged upfront and held securely in an escrow account managed through integrated wallet systems provided by third-party partners such as Razorpay, Stripe, PhonePe or Paytm.
- - The escrowed amount is only released to the Service Provider upon successful completion of the service, subject to verification.
- - The released amount is credited after deducting applicable platform fees, service taxes, or transaction charges as per jurisdictional requirements.
- - Refunds (if any) and cancellations are subject to Strings Social's [Cancellation & Refund Policy], which will outline valid scenarios for either party to claim adjustments.

7. Dispute Resolution

Strings Social has a dedicated dispute resolution mechanism to address conflicts between Consumers and Service Providers.

Details regarding the process, timelines, and escalation matrix are outlined in our [Dispute Resolution Policy], which governs how issues related to bookings, payments, and service fulfillment are handled.

This mechanism ensures transparency, fair hearing, and platform-mediated arbitration when required.

Further explanation and policy specifics will be provided by the platform.

8. Content Rights

- - Users retain ownership of content they post (e.g., profile images, service descriptions).
- - By uploading content, you grant us a global, royalty-free license to use, display, and distribute that content on the Platform for promotional and operational purposes.

9. Privacy

Our collection and use of your personal data is governed by our [Privacy Policy]. By using the Platform, you consent to our data practices and country-specific data storage.

10. Prohibited Activities

You agree not to engage in any activity that:

- - Violates laws, third-party rights, or Strings Social policies
- - Posts, promotes, or facilitates any form of sexual content or sexual services, whether explicit, suggestive, or disguised under another category
- - Distributes spam, phishing links, malware, or harmful content
- - Uses automation tools (bots, scrapers) to extract data or interfere with the Platform

- - Attempts to impersonate other users, create fake accounts, or bypass account restrictions
- - Harms, defames, abuses, or threatens other users, or attempts to undermine the integrity of the Platform

Posting or attempting to offer sexual services or content will result in permanent account deactivation and may be reported to relevant legal authorities.

11. Platform Availability

We strive to maintain continuous access, but service may be disrupted for maintenance, updates, or unforeseen circumstances. We are not liable for any loss due to downtime.

12. Indemnification

You agree to defend, indemnify, and hold harmless Strings Social, its affiliates, officers, directors, employees, and partners from and against any claims, liabilities, damages, losses, and expenses (including legal fees) arising out of or related to:

- - Your use of the Platform or services booked through it
- - Failure to deliver or complete a service, or disputes arising from the quality or timing of service
- - Payment delays, reversals, or chargebacks initiated by users or financial institutions
- - Your violation of these Terms, policies, or any applicable law
- - Your interactions with other users, including any personal or professional consequences of such interactions

Strings Social acts solely as a facilitator of service exchange and is not responsible for the outcome, quality, or success of any service engagement between users.

13. Limitation of Liability

To the maximum extent permitted by law:

- - Strings Social is not liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, reputation, or other intangible losses.
- - Our total liability for any claim arising out of or related to your use of the Platform or services shall be limited to the lesser of:
 - ₹5,000 INR, or
 - The total cost of the service booked through Strings Social related to the claim

This limitation applies regardless of the legal theory on which the claim is based (contract, tort, negligence, warranty, or otherwise).

14. Termination

We may suspend or terminate your access at any time for violations of these Terms or misuse of the Platform. You may also delete your account at any time.

15. Modifications to Terms

We may update these Terms from time to time. We will notify you of significant changes via email or app notification. Continued use of the Platform constitutes your acceptance of the updated Terms.

16. Governing Law and Jurisdiction

These Terms are governed by the laws of [Insert Primary Jurisdiction], without regard to its conflict of laws principles. Disputes may be resolved in the courts located in [Insert Jurisdiction].

17. Contact Us

For any questions, concerns, or legal notices:

Email: info@exentrea.com

Address: Worli, Mumbai, India